



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

## JOB DESCRIPTION **EMPLOYMENT SERVICES SUPERVISOR** HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

---

### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for supervising the activities of one or more employment services units that provide complex professional employment counseling services, needs assessments, vocational evaluations, employment preparation, and training for Virginia Initiative for Employment not Welfare (VIEW) and Supplemental Nutrition Assistance Program Employment and Training (SNAPET) customers. Reports to the Senior Employment Services Supervisor.

### **ESSENTIAL JOB FUNCTIONS**

Reviews case actions; interprets and clarifies program policies and procedures and assists with difficult and controversial cases; Assists with planning and managing the administration of all employment services programs and procedures ensuring agency goals, objectives and performance standards are achieved and maintained.

Responsible for the effective supervision and administration to include staff development and training, workforce planning, performance management, employee relations, prioritizing and assigning work and related activities.

Evaluates employment services programs and recommends changes as needed; monitors and evaluates program productivity for quality and quantity and implements programs/systems corrective actions as appropriate.

Monitors casework of Employment Services Workers; approves and monitors program sanctions, terminations and expenditures; provides staff development and training; prioritizes and assigns work, approves credit authorizations and appeal summaries and attends appeal hearings; and assists with handling complaints, questions and special projects.

Assists with managing specialty caseloads and conducting assessment interviews to determine employability and identify employment barriers; develops employability plans to include identifying and prioritizing needs and developing target dates for the completion of objectives.

Assists with administering and interpreting assessment results to include career interests, aptitudes, abilities and employability; provides in-depth employment and supportive counseling as needed; assists with updating employability plans and performing re-assessments at prescribed intervals to ensure satisfactory progress; initiates sanctioning actions and notifies Eligibility Workers as necessary and attends benefits appeals hearings.

Assists with job search development, activities, leads, placement, retention and career counseling; monitors work site placements, public services and community work experience activities and career

counseling workgroups. Makes community and agency resources referrals to assist with supportive and emergency services, including childcare, transportation, tools, uniforms, shelter and school expenses; issues vouchers and ensures payment of credit authorizations. Maintains current case records and related information electronically and manually; prepares reports as needed.

Serves on various committees and task forces and training sessions, unit meetings and conferences in support of the goals and objectives of the Employment Services Bureau; makes presentations to groups and is involved in other public relations activities to promote the overall employment services program. Attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Human Services - Thorough knowledge of human services programs and policies including federal, state, and local regulations. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families. Interviews and gathers information to assess employability and the identification of barriers.

### **REQUIRED SKILLS**

- Judgment/Decision Making— Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to routine inquiries and disputes.

## **REQUIRED ABILITIES**

- **Coordination of Work** – Ability to establish and implement effective employment services programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- **Communication** – Excellent ability to communicate ideas and proposals verbally and in writing effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing.

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in Counseling and Guidance, Human Services, Social Work, or a related field and 3-5 years of progressively responsible experience and 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience. A Virginia Certified Workforce Development Professional Certification is preferred.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.